

~~1~~ A method, comprising:

~~✓~~utilizing one or more generic software components to develop a specific voice application, the generic software components being configured to enable development of a specific voice application;

~~✓~~wherein the one or more of the generic software components further comprises a generic dialog asset, wherein the generic dialog asset is stored in a repository; and

~~✓~~deploying the specific voice application in a deployment environment, wherein the deployment environment includes the repository. (phrase)

~~2~~ The method recited in Claim 1, wherein the deployment environment further comprises a voice gateway. (1103)

~~3~~ The method recited in Claim 1, wherein the deployment environment further comprises an application server.

~~4~~ The method recited in Claim 1, wherein the deployment environment further comprises a dialog control component.

~~5~~ The method recited in Claim 1, wherein the deployment environment further comprises a dialog component.

~~6~~ The method recited in Claim 1, wherein the deployment environment further comprises a voice application services layer.

~~7~~ The method recited in Claim 1, wherein the deployment environment further comprises a rules integration layer.

~~8~~ The method recited in Claim 1, wherein the deployment environment further comprises a messaging layer.

~~9~~ The method recited in Claim 1, wherein the deployment environment further comprises a voice services layer.

~~10~~ The method recited in Claim 1, wherein the deployment environment further comprises a detail tracking layer. (Col. 14, 47 - Col. 15, 5)

~~11~~ The method recited in Claim 8, wherein the deployment environment further comprises an external system.

~~12~~ The method recited in Claim 2, wherein the voice gateway further comprises a voice interpreter.

~~13~~ The method recited in Claim 2, wherein the voice gateway further comprises a telephony interface.

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~~14.~~ The method recited in Claim 2, wherein the voice gateway further comprises a text-to-speech service.

~~15.~~ The method recited in Claim 2, wherein the voice gateway further comprises an automatic speech recognition service.

~~16.~~ The method recited in Claim 1, wherein:

utilizing one or more generic software components to develop a specific voice application further comprises utilizing one or more generic software components during a design phase to develop a specific voice application.

~~17.~~ The method recited in Claim 16, wherein the design phase further comprises a dialog design phase.

~~18.~~ The method recited in Claim 16, wherein the design phase further comprises a voice coding phase.

~~19.~~ The method recited in Claim 16, wherein the design phase further comprises a rules definition phase.

~~20.~~ The method recited in Claim 16, wherein the design phase further comprises a phase wherein custom prompts are generated.

~~21.~~ The method recited in Claim 16, wherein the design phase further comprises a phase wherein custom grammars are developed.

~~22.~~ The method recited in Claim 16, wherein the design phase further comprises a phase wherein standard prompts are utilized to generate the specific voice user interface.

~~23.~~ The method recited in Claim 16, wherein the design phase further comprises a phase wherein standard grammars are used to generate the specific voice user interface.

~~24.~~ The method recited in Claim 16, wherein the design phase further comprises a system test phase.

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- ~~25~~ (NEW) A method of designing a voice application, comprising:
- ✓ designing a dialog; (Col. 6, Lines, 39-52)
 - ✓ coding voice application software to invoke a dialog component; (Col. 6, 39-60)
 - ✓ defining one or more personality rules; (14, 47-15, 12)
 - ✓ electing to proceed with one of a plurality of grammar development phases, the plurality of grammar development phases including a standard grammar development phase and a custom grammar development phase; (Col. 18, 47-56)
 - ✓ developing a grammar in accordance to the elected grammar development phase; (Col. 18, 56-19, 7)
 - ✓ electing to proceed with one of a plurality of prompt development phases, the plurality of prompt development phases including a standard prompts phase and a speech prompts recording phase; (Col. 18, 30-45) → 103 Following
 - ✓ developing at least one prompt in accordance with the elected prompt development phase; (Col. 18, 30-45)
 - ✓ performing integration to create a specific voice application; (Col. 4, 21-33)
 - ✓ testing the specific voice application; and (Fig. Col. 14, 9-25)
 - ✓ deploying the specific voice application. (Col. 6, Lines 14-22) 6.44
- ~~26~~ (NEW) The method as recited in Claim 25, wherein:
- designing a dialog further comprises definition of a prompt that is designed to elicit a predictable response from a user.
- ~~27~~ (NEW) The method as recited in Claim 25, wherein:
- designing a dialog further comprises generating a dialog flow. (Col. 6, 31-38)
- ~~28~~ (NEW) The method as recited in Claim 27, wherein:
- designing a dialog further comprises developing the dialog flow into a script.

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~~29~~ (NEW) The method as recited in Claim 25, wherein:

coding voice application software to invoke a dialog component further comprises
developing software code that invokes the dialog component from a
deployment environment.

~~30~~ (NEW) The method as recited in Claim 25, wherein:

defining one or more personality rules further comprises defining one or more
personality rules in order to impart desired personality features to the specific
voice application.

~~31~~ (NEW) The method as recited in Claim 25, wherein:

developing a grammar further comprises developing a customized grammar.

~~32~~ (NEW) The method as recited in Claim 25, wherein:

developing a grammar further comprises developing the grammar using standard pre-
generated grammar components.

~~33~~ (NEW) The method as recited in Claim 25, wherein:

developing at least one prompt further comprises generating software code for
invoking a predesigned generic prompt. (col. 16, 11-25; col. 18, 30-45)

~~34~~ (NEW) The method as recited in Claim 25, wherein:

the custom grammar development phase further comprises recording a custom prompt.

~~35~~ (NEW) The method as recited in Claim 34, wherein:

developing at least one prompt further comprises generating software code that is
operable to invoke a custom prompt.

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